

Aysha Fathi Yusuf AlHamar



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SUMMARY

Service Specialist at AlSalam Bank with strong expertise in customer support and banking operations. Experienced in handling high volumes of client inquiries, resolving service issues efficiently, and ensuring a smooth and professional customer experience. Proven ability to support key banking initiatives and maintain service excellence.

EXPERIENCE

Service Specialist – Al Salam Bank Feb 2024 - Present

- provide personalised financial advice and assistance to clients
- Efficiently resolve escalated issues while consistently maintaining high service quality standards.
- Develop and maintain strong relationships with clients to ensure customer satisfaction and retention
- Maintain up-to-date knowledge of banking services, enabling accurate and helpful responses.
- Help implement service quality standards by gathering client feedback and suggesting improvements.

Service Excellence Specialist – Al Salam Bank 2022 - 2023

- Handled card replacements, account updates, and guided customers through new banking procedures.
- Ensured high levels of customer satisfaction by addressing concerns, resolving issues promptly, and providing end-to-end support.
- Prepared weekly reports on customer feedback, issues, and satisfaction to help improve service quality.
- Collaborated with internal teams to streamline service delivery and minimize disruption during the migration.

Customer Service & Internal Audit Intern- Ithmaar Bank Feb - April 2020

- Trained in the Customer Service Department, supporting daily operations including account inquiries, service issues, and customer onboarding.
- Gained practical exposure to internal audit functions by observing compliance procedures, risk management controls, and regulatory reporting processes.

EDUCATION

Bachelor in Accounting and Finance 2016 -2020

- *Applied Science University*

Commercial Studies 2012 - 2015

- *Hidd Secondary School*

SKILLS

- Customer Service & Relationship Management
- Financial Services Support
- Core Banking Systems Proficiency
- Complaint Resolution
- Multichannel Communications
- Time Management & Organization
- Team Collaboration
- Service Quality Assurance
- Problem Solving & Issue Resolution

ADDITIONAL INFORMATION

- **Professional Training & Certifications:** Anti-Money Laundering (AML) & KYC Compliance, Cybersecurity, Verbal Etiquette
- **Languages:** Arabic, English